



Don't Get Mad – Be Even

**DEQ experience
using ADR-developed training**

What we've done

- **Trained 100 employees in 2005**
 - 20 per session
- **Anticipate 50% of staff trained by end of 2006**

How we're doing it

- **Included in our Leadership series**
- **Developed mandatory quotas**
 - **Per Division, per class**
 - **Get to know others outside area**

How we're doing it

- **Copied material into a workbook**
- **Adapted a powerpoint presentation**
- **Reinforcing in other courses**

How we're doing it

- **Keep class sizes small**
- **Watch to determine comfort level**
 - Rotate or stay, as effective
- **Celebrate risks**

How we're doing it

- **Begin with Platinum Paper Clip**
 - “Win as Much as You Can”
used in another training
- **Debrief includes “I’m Right” exercise**
 - Reinforced throughout

Our experience is showing

- **Material is good**
 - **Practical**
 - Minimal (obvious) “touchy-feely”
 - **Easy to relate to**

Our experience is showing

- **Exercises**
 - **Good opportunity to practice**
 - **Complaints - don't relate directly to job**
 - **Not a bad thing – people are “getting it” because they can't read more into it**
 - **Focus back to point being made**

Our experience is showing

- **People do not get “colors” section**
 - Not “intuitive” for them
 - Time constraints

Our experience is showing

- **Workbook**
 - **Easy to use in some places**
 - Primarily shorter pieces
 - **More difficult in others**
 - Too much material to digest in setting
 - **Would like to adapt**

What our experience is

- **Measurement**
 - Feedback immediately following class
 - Anecdotal feedback
 - People wanting to talk specific
 - Trainer seeking after the fact

Reactions we're receiving

- **Most are interested**
 - Some “get it” and add to skill set
 - Some recognize personal need but aren't sure how to translate professionally

Reactions we're receiving

- A few wonder why they are there
 - “Nothing to do with science (or engineering or . . .)”
 - Should be doing my real work.

Reactions we're receiving

- **Some are at least thinking about it when situations arise**
- **People coming by to talk**
 - **Personal and professional situations**

Reactions we're receiving

I did not provide a written comment yesterday, but had an idea today during my midday run and is the following:

. . .its hard to role play when you know its not your issue. My suggestion would be to hold this class each February or March while the legislature is in session and use certain bills that are currently being debated to use as exercises. I guarantee students will express their concerns with an issue that "hits closer to home". Example would be HB213: Unused Sick leave balance at Retirement amendments. This is just one example, there are plenty of others. Thanks for listening.....

Reactions we're receiving

I wanted to let you know how great I thought your class was today. The issues we talked about were extremely timely and beneficial. The training was not too long and had some fun but thought provoking exercises.

I hope that these types of trainings continue. . . I feel that the skills I have learned will help me improve my work relationships. I don't think many of us have been taught how to get yourself out of a high conflict situation. By learning to move beyond who is right and who is wrong, issue resolution can occur. I have been guilty on more than one occasion of becoming too emotionally wrapped up in an issue to be effective.

What we'd like to change

- **Get an electronic copy of material**
 - Improve copies in workbook
- **Make workbook a workbook**
 - Now primarily reference
- **Improve section on colors**
 - Loses effectiveness

What we'd like to change

- **Experiment with voluntary enrollment**
 - Trial with upcoming courses
 - Minimize “you made me – and it was an inconvenient time”
 - Retain mandatory status and some quotas (to ensure mix of people)

What we'd like to change

- **Improve follow-up**
 - For change, material can't stand on its own. Tie-in with other courses.
 - Need to become a part of the culture and part of overall expectations
 - Working on all of this, in conjunction with leadership series

Upcoming

February 13 and 14